

SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **SOCIAL SERVICES SPECIALIST**

Jurisdictional Class: **Competitive**
Date Adopted: **January 27, 2004**
Date Revised:
Jurisdictions: **County**
Union Status: **CSEA**
Pay Grade: **10**

DISTINGUISHING FEATURES OF THE CLASS: A Social Services Specialist assists a Social Services Unit staff by providing technical assistance and operational support regarding client eligibility information. The work involves fairly complex computer and social services agency duties. The work is distinguished from Services Assistant by more advanced knowledge of the social services systems and by being responsible for supervising the work of others. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Formats templates and documents and enters information into computer systems for a variety of social services programs;
Maintains data and demographic information relative to child protective investigations, foster/adoptive home certifications, call-out schedules and business function profiles;
Provides assistance to other staff in the operation of computer systems dedicated to social services;
Assists applicants with the completion and submission of necessary paperwork and distributes to appropriate staff for review;
Provides direct supervision and training to assigned clerical staff;
Maintains filing system in accordance with established agency policy and with State Archives and Records management administration;
Compiles necessary documentation as requested by State Office of Children and Family Services and forwards to their office for review;
Oversees and participates in the typing of correspondence, progress notes, reports, court petitions and/or orders;
Monitors functionality and provides routine maintenance to office equipment, such as fax machine, copiers and computers; may contact service technicians if needed;
Maintains records and schedules maintenance of assigned county vehicles;
Serves as point of contact/liaison with contractors, vendors and community board organizations to ensure smooth operation of departmental programs and maximizes reimbursement where possible;
Performs other related office duties, such as answering telephone, providing routine information to callers, receiving and disseminating incoming mail, monitoring and ordering office supplies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of computer systems and programs related to social services programs; good knowledge of office procedures, equipment and terminology;; ability to supervise others; ability to communicate well; ability to prioritize work; ability to establish and maintain effective working relationships.

Last Reviewed: n/a
Last Updated: n/a
Reviewed By: n/a
Last Reallocated: n/a

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MINIMUM QUALIFICATIONS:

- (A) Associate degree in secretarial science, office technologies or a related field and two (2) years of experience in a social services agency working in systems administration; **OR**
- (B) High school diploma or equivalent and four (4) years of experience in a social services agency working in systems administration; **OR**
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

NOTE: Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT and a higher level of education can be pro-rated for experience up to a year.